

## Neighborhood Health Plan of Rhode Island (NHPRI)

<b>Type of User:</b>	Health Plan	<b>Contact:</b>	Mary Evans Manager of Outreach and Satisfaction
<b>NCBD Participant:</b>	Yes	<b>Telephone:</b>	401-459-6000
<b>Address:</b>	299 Promenade Street Providence, RI 02908	<b>Email:</b>	mevans@nhpri.org

### Survey Instruments and Purpose

<b>Survey Instruments</b>	CAHPS Health Plan Survey
<b>Version/Population</b>	Medicaid – Adult
<b>Languages</b>	English, Spanish
<b>Additions/Changes to Instruments</b>	Seven additional questions: <ul style="list-style-type: none"> <li>• Two open-ended questions about specialists</li> <li>• One question about marketing</li> <li>• One question about location of physician (community health center vs. private practice)</li> </ul>
<b>Purpose of Project</b>	<ul style="list-style-type: none"> <li>• NCQA accreditation</li> <li>• Marketing and outreach to community centers</li> <li>• Contract incentives</li> </ul>

### Survey Administration

<b>Administered Since</b>	1999; administered every year.
<b>Administration Mode</b>	Mixed mode (mail and telephone)

### Uses of Survey Results

<b>Reporting</b>	NHPRI shares survey results with providers, with NCQA for accreditation, and with the State Department of Health for licensing.
<b>Quality Improvement</b>	One of the primary focuses of the project is improving member satisfaction.
<b>Marketing/Publicity</b>	NHPRI meets individually with community center sites four times a year to share survey work.

3/1/2006